

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services - Residential

Demographics

		Total State Served ^a	Total Survey Returns ^b	CSTAR Women	CSTAR Child/Adolescent	CSTAR General	GTS Adult
SEX	Male	66.6%	64.3%	0%	64.3%	70.8%	87.4%
	Female	33.4%	35.7%	100.0%	35.7%	29.2%	12.6%
RACE	White	71.8%	76.2%	63.2%	78.9%	70.5%	81.3%
	Black	26.1%	19.9%	34.5%	14.8%	25.0%	14.9%
	Hispanic	0.4%	0.6%	0%	1.6%	1.1%	0.4%
	Native American	0.8%	1.2%	1.7%	0.8%	0%	1.3%
	Pacific Islander	0.2%	0%	0%	0%	0%	0%
	Other	1.0%	2.2%	0.6%	3.9%	3.4%	2.1%
AGE			30.98	32.40	15.26	35.78	33.85
	0-17	14.1%	15.2%	0.6%	100.0%	1.2%	0%
	18-49	81.3%	80.4%	97.6%	0%	89.5%	94.3%
	50+	4.7%	4.4%	1.8%	0%	9.3%	5.7%

^a The demographic statistics in the columns marked Total Served are based on the number of people served in April 2001 according to DMH billing records.

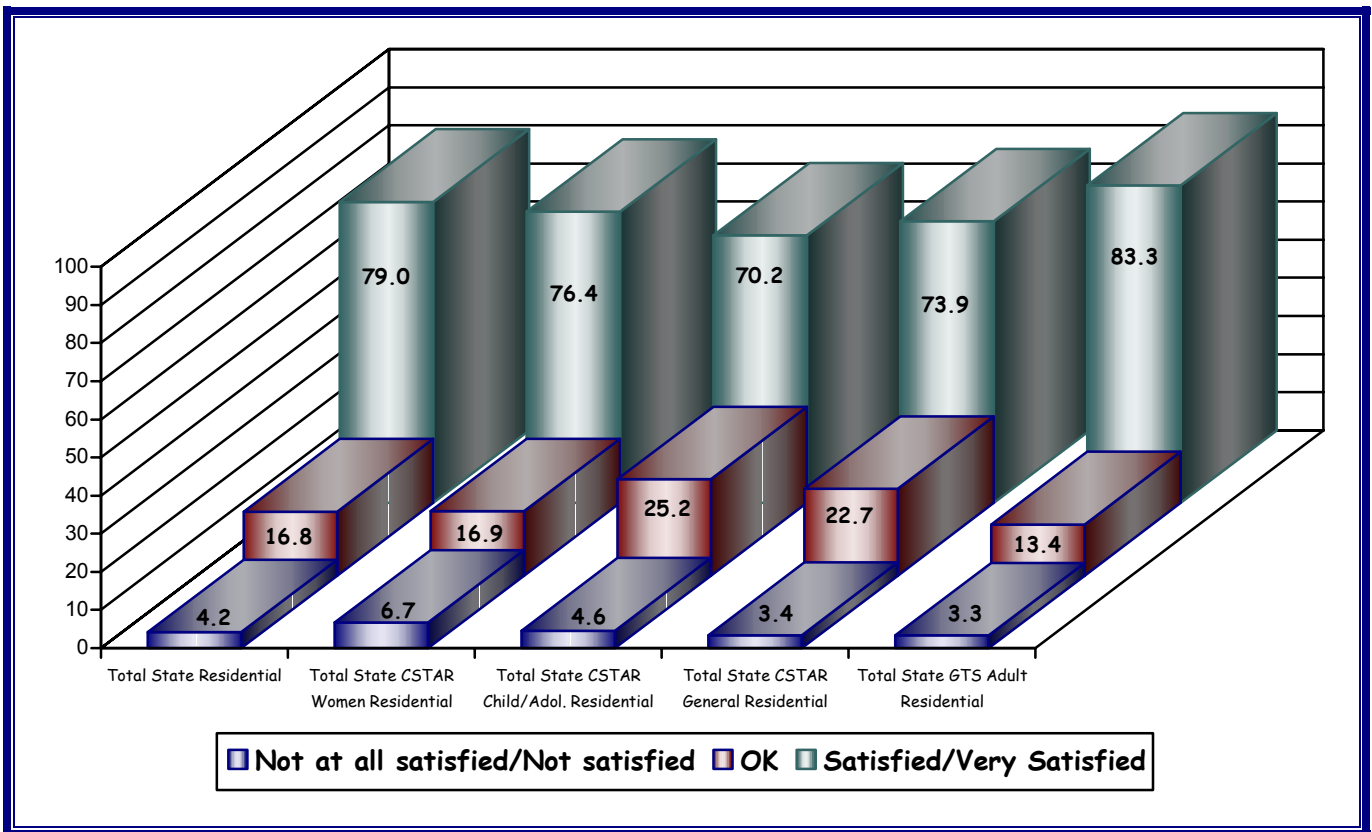
^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2001	Number Forms Returned	Percent of Served Returned
Total ADA Residential	2000*	905	45.3%
CSTAR Women/Children	348	130	37.4%
CSTAR Child/Adolescent	276	233	84.4%
CSTAR General	210	65	31.0%
GTS Adult	1171	280	23.9%
*Unduplicated count			

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 79.0% of the consumers served by the Division of Alcohol and Drug Abuse Residential program who responded to the survey were "satisfied" or "very satisfied" with their services.
- The highest percent of consumers who were "satisfied" or "very satisfied" with services was in the GTS Adult program (83.3%) and the lowest percent was in the CSTAR Child/Adolescent program (70.2%).

Satisfaction with Services

How satisfied are you . . .	Total State	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
with the staff who serve you?	4.21 (886)	4.18 (184)	3.91 (133)	4.16 (85)	4.31 (484)
with how much your staff know about how to get things done?	4.07 (890)	3.99 (183)	3.90 (132)	3.94 (88)	4.16 (487)
with how staff keep things about you and your life confidential?	4.31 (885)	4.22 (183)	4.14 (133)	4.29 (86)	4.40 (483)
that your treatment plan has what you want in it?	4.17 (870)	4.11 (177)	3.86 (133)	4.16 (85)	4.29 (475)
that your treatment plan is being followed by those who assist you?	4.19 (863)	4.11 (180)	3.90 (133)	4.06 (84)	4.32 (466)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	4.31 (178)	4.20 (132)	4.31 (86)	4.37 (476)
with the services that you receive?	4.20 (883)	4.08 (178)	3.96 (131)	4.07 (88)	4.34 (486)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	3.98 (182)	3.75 (133)	4.00 (87)	4.26 (485)
that the environment is clean and comfortable?	4.19 (885)	4.08 (180)	4.05 (132)	3.91 (87)	4.31 (486)
with opportunities for exercise and relaxation?	3.64 (883)	3.31 (180)	3.52 (131)	3.18 (87)	3.89 (485)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.61 (179)	3.53 (133)	3.59 (88)	4.22 (477)
with the childcare provided by the agency?	3.91 (79)	3.91 (79)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.					

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Residential programs, reported that they were satisfied with the services they received. All but three mean ratings were above a 4.00 ("satisfied").
- Consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 4.33).
- Consumers were least satisfied with opportunities for exercise and relaxation (mean of 3.64).
- People who returned the General Treatment Services (GTS) adult forms expressed more satisfaction than those returning forms about CSTAR programs for women, children and adolescents.

Satisfaction with Quality of Life

How satisfied are you . . .	Total State	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
with how you spend your day?	3.65 (883)	3.67 (180)	3.28 (133)	3.47 (86)	3.77 (484)
with where you live?	3.76 (878)	3.80 (179)	3.59 (133)	3.52 (87)	3.84 (479)
with the amount of choices you have in your life?	3.75 (880)	3.79 (181)	3.37 (133)	3.52 (87)	3.88 (479)
with the opportunities/chances you have to make friends?	3.96 (880)	4.10 (181)	3.77 (133)	3.92 (86)	3.97 (480)
with your general health care?	3.80 (873)	3.86 (178)	3.52 (128)	3.68 (87)	3.88 (480)
with what you do during your free time?	3.70 (876)	3.82 (177)	3.41 (133)	3.67 (87)	3.74 (479)
How safe do you feel...					
in this facility?	4.34 (884)	4.43 (182)	4.06 (133)	4.16 (86)	4.42 (483)
in your home?	4.09 (861)	4.05 (175)	4.27 (131)	4.26 (81)	4.03 (474)
in your neighborhood?	3.94 (861)	3.96 (175)	4.03 (131)	3.99 (82)	3.89 (473)
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>					

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied with safety in the facility (mean of 4.34).
- Consumers were least satisfied with how they spend their day (mean of 3.65).

Comparison by Gender in Residential Settings

The analysis compared the responses of consumers by gender on the satisfaction survey items. Only two items were significantly different. Males were more satisfied with opportunities for exercise and meals.

How satisfied are you...	Sex		Significance
	Male	Female	
with the opportunities for exercise and relaxation?	3.74 (550)	3.47 (304)	F(1,852)=9.492, p=.002
that the meals are good, nutritious and in sufficient amounts?	4.02 (546)	3.75 (305)	F(1,849)=10.623, p=.001
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in Residential Setting

The analysis compared the responses of consumers by different racial and ethnic backgrounds on the satisfaction survey items. On the average, Hispanics were more satisfied with services than consumers of other racial and ethnic backgrounds. African Americans were more satisfied with how they spent their day and with their general health. African Americans and Hispanics felt more safe in the facility while Native Americans felt more safe in their neighborhood.

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
with how much your staff know about how to get things done?	4.09 (650)	4.02 (168)	4.40 (5)	3.10 (10)	3.58 (19)	F(4,847)=4.674, p=.001
that the staff respect your cultural background?	4.38 (637)	4.20 (164)	4.40 (5)	4.00 (10)	3.84 (19)	F(4,830)=3.020, p=.017
with the services you receive?	4.23 (647)	4.14 (165)	4.80 (5)	3.40 (10)	3.79 (19)	F(4,841)=3.797, P=.005
that environment is clean and comfortable? (b)	4.20 (649)	4.24 (164)	4.40 (5)	3.30 (10)	3.68 (19)	F(4,842)=4.033, P=.003
that the meals are good, nutritious and in sufficient amounts? (c)	3.99 (644)	3.82 (165)	4.00 (5)	3.70 (10)	3.00 (19)	F(4,838)=3.986, P=.003
with how you spend your day?	3.63 (647)	3.79 (165)	3.20 (5)	3.11 (9)	3.26 (19)	F(4,840)=2.576, P=.036
with your general health care?	3.78 (635)	3.96 (166)	2.80 (5)	3.30 (10)	3.79 (19)	F(4,830)=2.721, P=.029
with how safe you feel in this facility?	4.38 (645)	4.28 (167)	4.40 (5)	3.60 (10)	4.05 (19)	F(4,841)=2.975, P=.019
with how safe you feel in your neighborhood? (a)	4.02 (629)	3.57 (162)	3.80 (5)	4.00 (10)	3.79 (19)	F(4,820)=5.234, P<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Black. (b) Interaction between Black and Native American. (c) Interaction between White and Other.</p>						

Comparison by Age in Residential Settings

The analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Both adults groups were more satisfied with services and quality of life than the youth.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a,b,c)	3.91 (130)	4.24 (676)	4.61 (36)	F(2,839)=13.298, P<.001
with how much your staff know how to get things done? (b,c)	3.91 (129)	4.07 (679)	4.50 (38)	F(2,843)=6.463, P=.002
with how much your staff keeps things about you and your life confidential?(a,b)	4.13 (130)	4.34 (674)	4.59 (37)	F(2,838)=4.871, P =.008
that your treatment plan has what you want on it? (a)	3.88 (130)	4.23 (660)	4.28 (36)	F(2,823)=8.243, P<.001
that the treatment plan is being followed by those who assist you? (a)	3.93 (130)	4.24 (655)	4.34 (35)	F(2,817)=6.757, P=.001
with the services you receive? (a,b)	3.94 (129)	4.23 (675)	4.47 (38)	F(2,839)=7.748, P<.001
that the staff treats you with respect, courtesy, caring and kindness? (a,b)	3.72 (130)	4.16 (675)	4.42 (38)	F(2,840)=12.459, P<.001
that the environment is clean and comfortable?	4.02 (129)	4.22 (674)	4.32 (38)	F(2,838)=3.171, P=.042
that the meals are good, nutritious and in sufficient amounts? (a,b)	3.52 (130)	3.99 (669)	4.11 (36)	F(2,832)=9.991, P<.001
with how you spend your day? (a)	3.26 (130)	3.71 (671)	3.63 (38)	F(2,836)=11.896, P<.001
with the amount of choices you have? (a,b)	3.36 (130)	3.81 (668)	4.00 (38)	F(2,833)=10.140, P<.001
with your general health care? (a)	3.54 (125)	3.88 (666)	3.53 (38)	F(2,826)=6.902, P=.001
with what you do in your free time? (a)	3.45 (130)	3.76 (664)	3.47 (38)	F(2,829)=4.771, P=.009
with how safe you feel in this facility? (a,b)	4.05 (130)	4.38 (672)	4.55 (38)	F(2,837)=9.608, P<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between ages 18-49 and 50+.</p>				

Comparison of Current Living Situation in Residential Settings

The analysis compared the responses of consumers by their current living situation. Those in the "other" category rated their satisfaction high with how staff kept things about their life confidential, what their treatment plan had in it, and how the staff respected their cultural background. Those in the "other" category were also more satisfied with how the staff treated them with respect and opportunities for exercise and relaxation. Those in independent living and in group homes were more satisfied with the choices in their lives.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Other	Significance
with the staff who serve you?	4.30 (306)	4.53 (15)	4.16 (308)	4.44 (61)	4.40 (25)	F(4,710)=2.634, p=.033
with how much your staff know how to get things done?	4.14 (306)	4.00 (15)	3.97 (312)	4.35 (63)	4.28 (25)	F(4,716)=3.177, p=.013
with how staff keep things about you and your life confidential?	4.43 (304)	4.27 (15)	4.23 (310)	4.51 (61)	4.52 (25)	F(4,710)=2.959, P=.019
that treatment plan has what you want on it?	4.29 (298)	4.29 (14)	4.11 (304)	4.33 (58)	4.52 (25)	F(4,694)=2.389, P=.050
that the treatment plan is being followed by those who assist you?	4.29 (294)	4.50 (14)	4.11 (302)	4.38 (58)	4.40 (25)	F(4,688)=2.747, P=.027
that the staff respect your cultural background?	4.39 (302)	4.38 (13)	4.24 (303)	4.55 (60)	4.60 (25)	F(4,698)=2.614, P=.034
with the services you receive?	4.31 (307)	4.57 (14)	4.08 (308)	4.44 (62)	4.46 (24)	F(4,710)=4.242, P=.002
that the staff treats you with respect, courtesy, caring and kindness?	4.24 (305)	4.29 (14)	4.00 (310)	4.34 (62)	4.40 (25)	F(4,711)=3.270, p=.011
with opportunities for exercise and relaxation?	3.73 (303)	3.43 (14)	3.50 (310)	3.97 (62)	4.00 (25)	F(4,709)=3.368, P=.010
with where you live? (a)	3.92 (302)	3.92 (13)	3.71 (309)	3.32 (60)	3.88 (24)	F(4,703)=4.458, P=.001
with the amount of choices you have in your life? (b)	3.97 (301)	4.08 (13)	3.67 (309)	3.52 (61)	3.80 (25)	F(4,704)=3.965, P=.003
with how safe you feel in your home/agency? (a,c)	4.22 (305)	3.92 (12)	4.12 (297)	2.93 (57)	3.52 (23)	F(4,689)=18.212, P<.001
with how safe you feel in your neighborhood? (a,c)	4.06 (305)	3.67 (12)	3.96 (297)	2.96 (57)	3.52 (23)	F(4,689)=12.575, P<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between Independent and Homeless. (b) Interaction between Independent and RTF. (c) Interaction between RTF and Homeless.</p>						

Comparison by Whether Resided in Residential Treatment

The analysis compared the responses of consumers by whether the individual had lived in a residential treatment facility during the past year. There were five significant items. Consumers who had not lived in a residential treatment facility were more satisfied with where they live, with the number of choices they have in their life, with the opportunities/chances to make friends, with their general health care, and with what they do in their free time.

How satisfied are you...	Residential	Non-Residential	Significance
with where you live?	3.63 (620)	3.77 (1110)	F(1,1728)=5.217, p=.022
with the amount of choices you have in your life?	3.50 (623)	3.69 (1110)	F(1,1731)=10.563, p=.001
with the opportunities/chances you have to make friends?	3.76 (616)	3.86 (1111)	F(1,1725)=3.882, p=.049
with your general health care?	3.66 (609)	3.79 (1092)	F(1,1699)=6.447, p=.011
with what you do in your free time?	3.72 (617)	3.84 (1111)	F(1,1726)=4.709, p=.030
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

Comparison Across Programs

A comparison was made across the different residential and non-residential programs. In general the residential CSTAR Child/Adolescent programs received the lowest ratings for satisfaction with services; GTS adult programs the highest. Significant differences were found with seventeen items.

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/Adol.	CSTAR General	GTS Adult	Significance
with the staff who serve you? (a,b)	4.18 (184)	3.91 (133)	4.16 (85)	4.31 (484)	F(3,882)=8.341, p<.001
with how much your staff know how to get things done? (b)	3.99 (183)	3.90 (132)	3.94 (88)	4.16 (487)	F(3,886)=4.229, p=.006
with how staff keep things about you and your life confidential? (b)	4.22 (183)	4.14 (133)	4.29 (86)	4.40 (483)	F(3,881)=3.794, p=.010
that the treatment plan has what you want on it? (b)	4.11 (177)	3.86 (133)	4.16 (85)	4.29 (475)	F(3,866)=7.623, p<.001
that the treatment plan is being followed by those who assist you? (b)	4.11 (180)	3.90 (133)	4.06 (84)	4.32 (466)	F(3,859)=8.933, p<.001
with the services you receive? (b,c)	4.08 (178)	3.96 (131)	4.07 (88)	4.34 (486)	F(3,879)=8.615, p<.001
that the staff treats you with respect, courtesy, caring and kindness? (b,c)	3.98 (182)	3.75 (133)	4.00 (87)	4.26 (485)	F(3,883)=10.364, p<.001
that the environment is clean and comfortable? (b,c,d)	4.08 (180)	4.05 (132)	3.91 (87)	4.32 (486)	F(3,881)=7.794, p<.001
with the opportunities for exercise and relaxation? (b,c,d)	3.31 (180)	3.52 (131)	3.18 (87)	3.89 (485)	F(3,879)=16.989, p<.001
that the meals are good, nutritious, and in sufficient amounts? (b,c,d)	3.61 (179)	3.53 (133)	3.59 (88)	4.22 (477)	F(3,873)=24.143, p<.001
with how you spend your day? (a,b)	3.67 (180)	3.28 (133)	3.47 (86)	3.77 (484)	F(3,879)=10.154, p<.001
with where you live?	3.80 (179)	3.59 (133)	3.52 (87)	3.84 (479)	F(3,874)=3.623, p=.013
with the amount of choices you have? (a,b)	3.79 (181)	3.37 (133)	3.52 (87)	3.88 (479)	F(3,876)=8.779, p<.001
with the opportunities you have to make friends? (a)	4.10 (181)	3.77 (133)	3.92 (86)	3.97 (480)	F(3,876)=2.830, p=.037
with the general health care? (b)	3.86 (178)	3.52 (128)	3.68 (87)	3.88 (480)	F(3,869)=4.521, p=.004
with what you do in your free time? (a,b)	3.82 (177)	3.41 (133)	3.67 (87)	3.74 (479)	F(3,872)=3.844, p=.009
with how safe you feel in this facility? (a,b)	4.43 (182)	4.06 (133)	4.16 (86)	4.42 (483)	F(3,880)=8.217, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p> <p><i>Scheffe Post-Hoc significance at .05 or less</i></p> <p>(a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent. (b) Interaction between CSTAR Child/Adolescent and GTS Adult. (c) Interaction between CSTAR Women/Children and GTS Adult. (d) Interaction between CSTAR General and GTS Adult.</p>					

ADA Residential Subjectives

What Like Best About the Program:

The respondents saw many benefits to the residential alcohol and drug abuse program. These ranged from the staff and treatment to the facilities. Following is a summary of the responses.

Staff:

The staff were seen as helpful. *My counselor has helped me see things in me I would of never of found otherwise. He helped me with the steps and showed me how to work them properly. Some people noted that they had good and fair counselors. They were helpful. The staff was very helpful and informative. They answered all the questions I had about my addiction. I also liked very much that this ... was in an old church.*

The counselors were seen as *respectful and know what they are talking about.* The respondents noted that the *counselor had multi-talents.* The counselors tried to *make your stay here as good as it can be.*

Support:

The counselors provided support to the people they served. *Some of the counselors and tecs seem to really be interested in what they are doing.* The staff supported the individuals even in hard times. *Most of the staff are ice even in the hardest times when no one gets along.* The staff were responsive. *They gave me as much time as I needed. This is my second go around. Yet another, Every one is very caring and supportive. I can work on a lot of personal issues not just recovery. The staff listened. When I need someone to talk to they listen.*

One person summed up the support from the staff: *They care about you and if you have a problem, they try their best to help you.*

Experience of the Staff:

The staff were seen as knowledgeable and experienced. *Counselors have previous life experience in drug/alcohol addiction.*

Treatment Outcome:

Many people reported good outcomes. *I got a lot out of my treatment. Got a lot of good input. They felt that after treatment they had learned to handle things better. One person noted that they received a lot of knowledge about my addiction and to get my life back on the right track. For another it helped with stress. The treatment gave one person knowledge and tools to live a sober and happy life. A similar response echoed this the growing and what I have learned about myself. The emphasis on dual diagnosis was also noted total recovery opportunity at dual diagnosis.*

Fellowship of Others:

The fact that many other people were in the same situation as the person served was helpful. *Being able to be with other people within the same situation.* Another noted *clients have same problems as self.*

Education Process:

Part of the treatment is an education process. This was noted *The way they educate you on addiction.* Another person described it as *the knowledge that I received.* Some received parent education. *That I finally can think straight and that I get parenting classes along with my anger.* One person reported *the helpful insight given to me. The information and tools given and made available to me for my recovery.* Another similar comment was that *it gives me information I didn't know before.* Yet another said *the classes I attend help me understand my problem and what's best for me to help keep it under control.*

Different Treatment Options:

The different treatment options were helpful to many individuals. *Counseling and group sessions - helps me out dealing with my problems.* The *one on one* counseling helped one person. Another noted that *it seemed like my program was personalized just for me and my problems.* A similar response, *My one on one with my counselor she is awesomely understanding. Even though I'm very stubborn, she tells me what I need to hear.*

Spirituality:

One person wrote the word *spirituality.*

Timeliness of Services:

One person noted the timeliness of services. They liked *one on one counseling.* *Being able to be provided services on such a short notice.*

Freedom and Choice:

One person liked the ability to go home when he wanted. *I get to go home.* Another noted *the ability to express my feelings.*

What Could Be Improved:

The respondents noted ways in which the program could be improved.

Individualized Treatment:

Several consumers wanted more individualized treatment: *longer one on one.* Another wanted this individualized treatment: *Have one on one services. On a little bit of everything because everybody does not do good in big groups.* Another wanted *more time with counselors.*

More Free Time:

There were requests for more free time. *More free time.* Another phrased it as *more rest.* Yet another described *more relaxation time to myself.* One person wanted *more freetime to do homework.* Another person phrased this as *more recreational freedom (outside)* Still another put on a time parameter *a little more free time during the evening. Instead of 9-10:00 how about 8-11:00.*

Consistency in Rules:

One person noted a lack of consistency in the rules of the treatment center. *The services could have been if some of the rules didn't change daily, but other than that I received quality treatment.*

Better Facilities:

Different aspects of the facilities could be improved. The residential food was seen as needing improvement. Another person noted that they needed *better beds.* This was echoed: *better sleeping, too hot and beds were uncomfortable; need better mattress.* Someone wanted *cleaner kitchens.* Another wanted *more phone time.*

Smoking:

Smoking, or the lack of it, was definitely an issue. *Ability to smoke inside.* Yet another, *more smoke breaks.* Another wanted *smoking in building so I can smoke when I want to.*

Different Types of Groups:

One person noted *groups could be shorter and more interesting.* Another noted other aspects about groups *The rules during group could be improved. People are allowed to be wide and harsh. It has changed a lot since I was here last.* Another person wanted *more groups on sexual assault and victims of violent crimes.*

More Community Activities:

There were some requests for more community activities. *More chance to learn what I'm truly like (when I'm sober). Perhaps: trips to libraries, museum, fitness facilities. I've been cooped up and overwhelmed with class after class.* In a similar vein, *allow outside recreation for clients.* Another person mentioned *more outside time.* For yet another, a specific time period was noted: *more outside exposure than a 30 minute walk.* Someone wanted *at least one day off.*

Staff:

There were some comments about ways to improve the staff. *I think that the staff could be a little more understanding. Treat us more like adults. Not look down on us. I have felt this sometimes with some people.* Another person wanted *to screen staff before hiring them.* Another wanted *level of care and knowledge of staff to be improved.*

One person wanted the staff to *start treating people like adults instead of toddlers*. Similarly, the following notes changes that could improve staff. *They could listen and respect my opinion more and take it in to consideration. They could give a more caring attitude instead of at times giving one of indifference.*

Having more staff was an issue. *Overall, the services I received were the best I think the staff could perform, considering all they had to do, and the amount of people that were here.*

Organization:

Several respondents noted a need for more management skills at these agencies. For one it was *better organizational skills*.

Child Care:

One woman requested *better day care services*.

Transportation:

The services were noted as *great the way they are*, but one person felt they could *maybe improve on transportation*.

More Spirituality:

One person wanted more spirituality *To have God as part of recovery. To have a place for worship and promote prayer*. Another person wanted more access to a Bible.